Welcome to GCTT Certificated Enforcement Agents

MAKE A PAYMENT

Frequently Asked Questions

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Who is GCTT?

GCTT is a certificated provider of enforcement agents that provides outstanding debt collection services.

What is an Enforcement Agent?

A Certificated Enforcement Agent “CEA” (previously known as a “Bailiff”) is someone who has been certificated by the County Court which provides them with the legal ability to collect certain debts.

These debts may be collected by a CEA whereby the amount is requested in writing, in person, and/or goods may be removed and sold by a CEA to pay off the debt.

What types of debt can an Enforcement Agent collect?

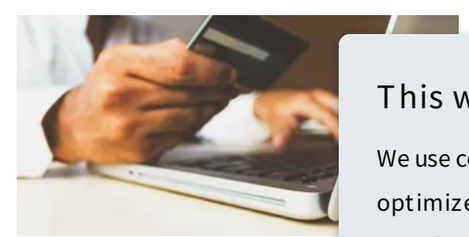
The types of debt a CEA can collect include;

- Council Tax and Business Rates
- Parking penalties (issued by a local authority)
- County Court Judgments (CCJs)
- High Court Judgments
- Magistrates’ Court Fines and Compensation Orders
- Child Support
- Maintenance
- Income Tax, National Insurance and VAT
- Commercial/Business Rent

What items can be removed by an Enforcement Agent?

What happens if an Enforcement Agent visits my property?

You will first have a written notification



How can I pay?

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A CEA will look for items that can be sold to pay off your debt, these can include items such as motor vehicles, jewellery, furniture, and/or electrical goods, however, there are certain items that must not be taken.

Items that must not be taken would include household items, such as, a cooker/microwave, fridge, washing machine, landline or mobile phone, beds and bedding for everyone in your house, appliances used to heat and light your house, medical or care equipment, and a dining table and chairs for everyone in your house.

There are also items that are protected which cannot be taken. These include items owned wholly by someone else, pets and assistance dogs, items bought on a hire purchase agreement where the final payment has not been made, tools, books, or other equipment that is essential to your job or study (up to a maximum of £1,350), permanent fixtures in your property, e.g., built in wardrobe, kitchen unit. Or goods you are currently using, e.g., a motor vehicle or machinery (a CEA may return for these items on another day).

(normally a letter sent by post) if a CEA is to visit your property, this is called a Notice of Enforcement and is sent with a minimum of 7 days' notice.

It would be advisable to arrange to pay the debt in full or in instalments prior to the scheduled visit as these visits may cause some unintentional distress to you and/or anyone else in your household.

If a CEA does visit your property, they must inform you of the reason they are there and would ask you to pay the amount owed.

Unless they have been given your permission, they are not allowed to enter your property. If you do allow them permission, they will enter and make a list of the items that can be removed and sold if you do not make payment. These items aren't normally removed straight away as you will be given the chance to arrange/make a payment towards the debt. If payment is not arranged/made then a CEA can return and remove the items from your property and would be allowed to use force to enter.

You can log in and pay by clicking here - please have your reference numbers ready as you will need these to log in.

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Where can I get help and advice?

- Citizens Advice
- Government Advice (gov.uk)
- National Debt Line
- Stepchange
- The Enforcement Conduct Board

Contact Us

Send us a message

Reference Number*

Name*

Email*

Message*

Attach Files

Attachments (0)

Send us a letter

GCTT Certificated Enforcement Agents
71-75 Shelton Street
Covent Garden
London
WC2H 9JQ

Opening Hours

Open today 08:30 – 17:30

Our payment line is open 24/7 - to use this please call
239193 and select option 1.

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